

Group Discussion: Stakeholders, Concerns, Views

Scenario

A car insurance provides financial protection against physical damage and/or theft of a car. During claim processing an incoming claim is investigated and it is determined if coverage is available under the terms of the insurance contract. If so, the reasonable monetary value of the claim is determined and payment is authorized.

Project 1: Improving Claims Processing Process

The company has decided to improve the claims processing process. Online claim submission should be offered as additional service for the customers. Storing claims data, registering clients, modifying client data and doing the payments shall be supported by application systems.

Project 2: Replacement of Information System

The company wants to replace its information system for the claims processing. All contract and claims data should be held in the information system, which should allow to store claims data, register clients, modify client data and do the payments. An additional application should be implemented that also supports fraud detection by analyzing the claims data.

Questions:

Who are the stakeholders in the two projects?

What are the concerns of the stakeholders?

Which concepts of Archimate are relevant to model the architecture for each scenario?